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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

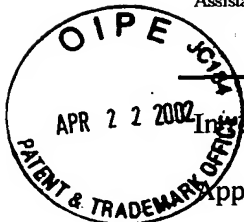
CERTIFICATE OF MAILING

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Signed: _____

Susan W. Xu

#6/A
7-18-02
C.W.



In re application of: Michael Ely et. al

Attorney Docket No.: ASPTP001

Application No.: 10/081,560

Examiner: N/A

Filed: FEB 20, 2002

Group: 2161

Title: **METHOD AND APPARATUS FOR A
BUSINESS CONTACT CENTER**

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Technology Center 2100

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Before examination, please amend this application as follows:

IN THE CLAIMS:

Please add Claims 8-20 as follows:

8. (New) A method for interfacing customers with a business, and the method comprising:

selecting at a conference controller an available one of a plurality of media handlers for handling a call with the calling one of the customers;